

State of Idaho Division of Building Safety (DBS)
Strategic Plan FY-2009 through FY-2011

Mission Statement:

Promoting health, safety and welfare by ensuring compliance with statewide building, energy conservation, public works contractors, industrial safety, logging, electrical and plumbing codes, standards and regulations

Operating Values and Philosophy:

The Division of Building Service is dedicated to providing exceptional customer service in support of the construction industry. Building safety is promoted through outreach efforts. The staff is dedicated to finding workable solutions and performing their duties in the most economical and efficient manner possible. The Division values public service and will provide opportunities that will enhance the staff's knowledge, skills and abilities in public administration.

Challenges:

- ✓ DBS is a dedicated fund agency that generates revenue through permits and license fees. The revenue flow can be affected by an economic change in the construction industry.
- ✓ Maintaining a consistent level of service through economic upswings and downturns.
- ✓ Legislation that can alter or change the direction of the Division of Building Safety
- ✓ Serving rural areas of a large geographically diverse state.
- ✓ Aging of the DBS inspector staff

1. Customer Service

To simplify DBS business processes for customers, stakeholders and employees.

Objectives:

- ✓ Develop a customer service philosophy and provide training for all staff with a customer service responsibilities
- ✓ Develop a Rapid Response Approach for plan review and approval, project permitting and inspections
- ✓ Provide electronic plan review to expedite and streamline process
- ✓ Provide On-line Permitting and Licensing
- ✓ Provide On-line Inspection scheduling
- ✓ DBS Offices will have extended summer hours to meet customer needs
- ✓ Train and make available multi-trade inspectors for modular building industry
- ✓ Provide enhanced web site services for our customers
- ✓ Cross train Office Services Group staff to provide better service
- ✓ Conduct a business process review in the Office Services Group after implementation of TrakIt
- ✓ Provide high quality support for the Plumbing, Electrical, HVAC, Manufactured, Modular, Building and Public Works Contractor License Boards

Benchmark: Customer service is enhanced and improved.

Indicators: Contractors are successfully using web based permit process
Office Services Group staff is completely cross trained in all functions
Board members conduct well run and productive meetings
DBS web site is easy to navigate

2. Provide easy to find, clear, concise and correct information for the public

Objectives:

- ✓ Develop an information clearing house for all brochures, mass mailings and standard letters.
- ✓ DBS newsletter will be released quarterly
- ✓ DBS Web Site will be enhanced and updated with special attention paid to ease of use
- ✓ Standard format will be developed for all communication that goes to outside customers.
- ✓ On-line tutorials and training sessions will be provided for contractors conducting business with DBS

Benchmark: Information released to public is well-written, easy to understand and timely

Indicators: Mass mailings are reviewed and approved by the Public Information Officer
Letters in TrakIt are updated and revised to ensure content is correct and easy to understand
Information is available in multiple locations and formats

3. Strategic Partnerships

Build and strengthen strategic partnerships with federal, state and local government organizations to maximize service to the public, ensure efficiency in services crossing governmental lines of authority and to share resources and reduce expenses.

Objectives:

- ✓ Develop a DBS disaster preparedness plan in cooperation with Idaho Homeland Security.
- ✓ Explore the use of computer software that will provide electronic building plan availability for use by Idaho Homeland Security, Department of Administration, the State Fire Marshall and DBS.
- ✓ Strengthen the relationship with the Industrial Commission by meeting at least twice a year to discuss Industrial Safety progress and achievements.
- ✓ DBS Industrial Safety will develop and provide simplified and improved monthly reports for the Industrial Commission
- ✓ Develop streamlined plan review for School Districts to ensure plans are reviewed in a timely and cost effective manner
- ✓ DBS will review and update all contracts with City Building Departments
- ✓ Develop agreements to ensure partner agencies and DBS have links to each other's websites.
- ✓ Participate in governmental association meetings both locally and nationally.

Benchmark: Partnerships have been developed with other governmental agencies:

Indicators: Partnerships have been developed with other governmental organizations
Links are in place on web site
Meetings with partners are held regularly
Contracts have been updated and signed

4. Review DBS structure, policies, practices and procedures to ensure they support our mission

Objectives:

- ✓ Review the organization structure to ensure it supports the DBS mission in an efficient and effective manner
- ✓ Review fiscal policy and procedures to ensure DBS is in compliance with governing statutes and state policy
- ✓ Develop annual budgets using zero based budget methodology
- ✓ HR policies are reviewed and updated to ensure they provide fair and consistent treatment of employees and are in compliance with employment laws
- ✓ Review all DBS Idaho Code to ensure agency is fulfilling all statutory requirements and recodify if determined it is necessary to provide clarification, simplification or will contribute to industry needs.

Benchmark: DBS Mission Statement is reviewed and modified.

Indicators: DBS Code is reviewed and recommended changes completed
Budget is prepared with economy and efficiency as the highest priority
Policies are reviewed and revised if needed

5. Seek and implement efficiencies, improvements and innovations in agency programs and services.

Objectives:

- ✓ Quality review and process improvement sessions are conducted with each work section at DBS
- ✓ Services and programs are reviewed on an annual basis for quality, revenue generation and possible improvements
- ✓ IT Infrastructure and services are reviewed annually
- ✓ DBS record retention policy will be developed, strategies for reducing the number of paper files and electronic file plan will be developed.
- ✓ Fleet Management program will be developed and implemented

Benchmark: Agency programs and services are streamlined and improved.

Indicators: Agency records are retained electronically
Cost savings and vehicle efficiency is realized
IT services meet the needs of the agency and the public

6. Recruit, develop, retain and value a high quality, workforce by providing a work environment that is conducive to employee satisfaction.

Objectives:

- ✓ Develop a positive recruitment program that promotes hiring and retaining a high quality staff.
- ✓ Positions are reviewed for appropriate classification, qualifications and pay
- ✓ Publicly recognize employee achievements.
- ✓ Develop a culture that promotes innovation.
- ✓ Support the annual Employee Recognition Week
- ✓ Develop training plans for each role in the agency
- ✓ Develop supervisor and managerial skills
- ✓ Promote flexible and compressed work schedules
- ✓ Develop a DBS Telecommuting Policy

- ✓ Promote a balanced work and personal life for all employees
- ✓ Keep staff informed and involved in changes that affect them
- ✓ Revamp the DBS Employee Portal to ensure staff has easy access to information

Benchmark: Staff that is retained responds favorably to employee satisfaction survey

Indicators: Well qualified staff is hired for all level of positions
 Staff turnover is minimized
 Supervisors and managers are well trained

7. Develop purchasing policies and plans that support, conserving energy and promote the use of environmentally friendly supplies and services.

Objectives:

- ✓ Replace agency vehicles to either hybrid or more fuel efficient cars to conserve energy.
- ✓ Review assignments to ensure staff that drives the most miles has the most fuel efficient vehicles.
- ✓ Encourage employees to carpool or to have a compressed work schedule to reduce the round trips to work and home.
- ✓ Re-cycling program is enhanced and improved.
- ✓ Products are purchased that are environmentally friendly
- ✓ Vendors are supported that provide environmentally friendly services
- ✓ Reduce the number of hard copy files and numbers of copies
- ✓ Research and promote the development of electronic files

Benchmark: Policies and procedures are in place that promote environmentally friendly decisions

Indicators: Fuel use is decreased
 Number of employees on compressed work schedules increases
 Agency has active recycling program

8. Agency Wellness Program Developed for employees

Objectives:

- ✓ Human Resources partners with State Wellness Coordinator to provide information and services for staff
- ✓ DBS Wellness plan is developed and implemented

Benchmark: Agency employees receive on-going information to help them make healthy choices

Indicators: Health information is distributed to all staff
 Staff events include healthy choices in food and activities
 Agency supports alternate staff schedules to promote healthy life styles

Administrator Division of Building Safety_____Date_____